

### PATRON GRIEVANCE

It is recognized that concerns and complaints regarding the operation of the Mountain Home School District will arise. Patrons of the District having concerns or complaints regarding any aspect of this school district and/or the services it provides to the school-age students residing in its boundaries may submit those concerns or complaints in writing following the procedure set forth below:

1. **STAFF:** In cases of classroom discipline or other matters relating to their child(ren), parents/guardians will first discuss the matter with the teacher. Should the matter not be resolved, the parents/guardians will next discuss the matter with the building administrator. If the concern is not resolved at this level, they may next choose to further discuss the matter with district administration.
2. **SCHOOL:** Matters concerning an individual school will be discussed first with the administration of that school. If the concern is not resolved at this level, they may next choose to further discuss the matter with district administration.
3. **DISTRICT:** If a patron believes that a concern or complaint was not adequately resolved at the school level, it may then be brought to the District level. Complaints involving special areas such as special education, transportation, food service, limited English proficiency/migrant services, business services, human resources, activities, athletics, buildings, or grounds shall first be called to the attention of the District level director who has responsibility for that program. If the concern is not resolved at this level, they may next choose to further discuss the matter with the superintendent. A concern may be brought to the superintendent of schools, in writing, if it was not resolved at previous levels.
4. **BOARD OF TRUSTEES:** If a concern is not resolved with the superintendent of schools, or previous levels, a hearing with the Board of Trustees may be requested in the following manner and by following the Board Meeting Regulations, Board Authority, Duties, & Responsibilities Policy & Procedures/Forms:
  - a. The concern or complaint must be submitted in writing to the Clerk of the Board, or superintendent of schools, at least five (5) business days before the regularly scheduled Board meeting. (The Tuesday prior to the next regular board meeting.)
  - b. Participants must identify whom they represent, either themselves or a group, and may be asked to present additional information at the Board meeting.
  - c. Personnel complaints against any school district employee will not be heard in open session.
  - d. The Board reserves the right to set time limitations for presentations and speakers.
  - e. The Board reserves the right to deny any request for a hearing.
  - f. At the time of a patron presentation, the Board will generally take no action. Action on a concern or complaint may be scheduled for a subsequent meeting of the Board.

Board members may direct patrons to the person best able to solve the concern or complaint and request information on the disposition of a particular complaint. However, Board members cannot act in their official capacity as individuals, but only within the setting of a Board meeting, and only after all avenues of appeal have been exhausted.

Individuals with complaints regarding curriculum, library, or enrichment, or supplemental materials must follow procedure set forth in the policy entitled Library-Media Materials Reconsideration Policy & Procedure/Form and/or the Curriculum Development & Materials Adoption Policy & Procedure/Form.

Individuals with complaints regarding Special Education - 504 Extracurricular Activities complaints must follow the Special Education – 504 Extracurricular Activities Policy & Procedure/Form as well as this Patron Complaint/Grievance Policy & Procedure/Form.

**GUIDELINES**

1. To expedite the grievance process, the number of days indicated at each level shall constitute the maximum time limit that may be extended by written mutual agreement of the parties involved.
2. No information involved in this procedure shall be released to a third party, unless by written agreement of the all parties involved.
3. No reprisals of any kind will be taken by the Board of Trustees or school administration against any student because of his or her parent/guardian participation in this grievance procedure.
4. A written grievance shall meet the following specifications:
  - a. It shall be specific.
  - b. It shall contain a synopsis of the facts giving rise to the grievance.
  - c. It shall contain the specific section of the policy, regulation, or law, which has allegedly been violated.
  - d. It shall state the relief requested.
  - e. It shall contain the date of the alleged grievance.
  - f. It shall be signed by the grievant.

**DEFINITIONS**

1. A grievance is a claim stating the event or conditions a patron of Mountain Home School District No. 193 has reason to believe an agent of the Board of Trustees of Mountain Home School District No. 193 has misinterpreted, misapplied, or violated any of the following:
  - a. District Policy
  - b. State Regulation or Law
  - c. Federal Regulation or Law

2. Day: a "day," as used in this Grievance Procedure, means any day school is in session within the regular school year as shown on the official school calendar. If the grievance extends beyond the regular school year, a "day" means any day, Monday through Friday, exclusive of holidays.
3. Aggrieved party or person: an "aggrieved party or person" is any patron of Mountain Home School District No. 193.
4. Grievant is a patron who might be required to take action, or against whom action might be taken, or by the Board of Trustees in order to resolve a grievance.

**PROCEDURE**

1. It is recognized and acknowledged that it is most desirable for an aggrieved individual and the appropriate person, teacher and/or administrator, to resolve problems through free and informal communications.

Within nine (9) days following knowledge of the act or condition, which is the basis of the complaint, the aggrieved person may present their complaint to the appropriate person, teacher, and/or administrator and make every effort to resolve the complaint in an informal manner.

If after a reasonable period of time, but not more than five (5) days, the aggrieved patron is not satisfied with the process of his or her complaint, he or she may submit the grievance in writing to the building principal in accordance with the provisions of 4(b), under Guideline.

2. The administrator shall review the grievance and within ten (10) days shall respond in writing, giving the reasons for the decision. A copy of the grievance and administrator's response shall be filed with the District Affirmative Action Director.
3. In the event the patron is not satisfied by the administrator's decision, the patron may submit an appeal in writing to the Director of Affirmative Action. The Director shall cause a review of the grievance and the administrator's decision and shall submit a written response to the grievant and appropriate administrator.
4. If the grievant is not satisfied with the review and response of the Director of Affirmative Action, the grievant may submit to the Board of Trustees, through the superintendent, a written appeal for a hearing.

The Affirmative Action Director shall furnish the superintendent and each member of the District Board of Trustees written copies of the proceedings to date.

The Board of Trustees shall permit the grievance in a public or closed session of the board meeting, and in accordance with Idaho Open Meeting Laws, as appropriate and lawful, concerning his or her complaint. The Aggrieved and Grievant shall have the right to include in the representation

such witnesses, as they deem necessary to develop facts pertinent to the grievance. The Board of Trustees shall provide the Aggrieved and Grievant with its written decision in the matter as expeditiously as possible following the completion of the hearing.

The Board of Trustees' decision is final.



**LEGAL REFERENCE:**

Idaho Code Section 33-506(1)

**ADOPTED (as non-policy procedure):** March 1, 2001    Reviewed: November 6, 2006  
Reviewed: November 23, 2009    Revised: August 10, 2011    Revised: March 8, 2013  
Revised: May 4, 2015

**ADOPTED (as policy):** December 20, 2016